



FEEDBACK, COMPLAINT & APPEALS

CS 600 F1

It is your right to provide feedback, make a complaint and appeal decisions and we encourage you to do so. The information you provide is considered invaluable and an important part of our commitment to continued quality improvement in systems and service delivery. Ermha has a formal Feedback, Complaints and Appeals Policy and Procedure which ensures the rights and confidentiality of clients or any complainant are maintained and that your feedback, complaint or appeal is attended to in a fair equitable and timely manner.

Please send this completed form to:

Ermha Complaints Officer
67 Robinson Street
Dandenong 3175

Contact Details:

Toll Free: 1300 376 421
Fax: (03) 9792 9027
Email: reception@ermha.org
Website: www.ermha.org

These matters will be investigated, and, in most cases you will receive a written response within 14 working days.

ADMINISTRATION – office use only

Date Received: / /	Staff Member Receiving: _____	
Recorded in Feedback, Complaints & Appeals Register	<input type="checkbox"/>	Record No: _____

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